

## **Some MAAP Business Issues – Updated**

### ***No BearingPoint Impact Items***

- 1) Primedia

**Reply:** The state has selected Primedia to provide the state's VIN package

**Next Step** DOS must engage in contract negotiations with Primedia

- 2) Does the state limit the types of fees that municipalities can associate with a registration; i.e., do we have a list of fee types that the towns can pick and choose from or can they make up their own fee types?

**Reply:** Towns create their own fees.

**Next Steps:**

- a) **DOS collect from towns their current vehicle registration fees and the amount charged**
- b) **Towns notify DOS when their fee structure for town portion of vehicle registrations change**
- 3) MAAP Closeout: Can the state send amounts for each tender type (cash, check, etc.) to Municipal Agents for their use in closeout for the day.

**Reply:** Yes, the “End of Day Report” will be available to muni agents. Only muni agent supervisors may receive or request this report. The data planned to be supplied to the towns in the “End of Day Report” is not yet defined.

**Next Step:** OIT will work with DOS and MA users to design the report.

### ***BearingPoint Impact Items***

- 1) What is audit number on registration forms used for? Vendors and cities track this audit number. The DMV does not appear to track this number. Do auditors or any one else use this number for anything?

**Reply:** Audit numbers on registration certificates are required. There must be a financial trail. A committee will be appointed and report findings back to us.

**BearingPoint Impact:** Change order request to be issued to BearingPoint.

**Next Step:** More analysis with and direction from DMV regarding error handling, exception reporting, etc. is necessary.

- 2) Registration duplicate reprints:
- a) Are muni agents allowed to reprint registrations for any reason other than printer malfunction; i.e., can they do reprints for lost registrations, etc.?  
**Reply: Muni agents can issue a certified copy and must charge appropriate fees.**
  - b) Do we track reprints?  
**Reply: Yes**
  - c) Is a different form used for reprints (other than printer malfunction)?  
**Reply: DMV has authorized using the same form for duplicate registration prints – as long as "Certified Copy" is clearly printed on the certificate.**

**BearingPoint Impact: Change order request to be issued to BearingPoint.**

- 3) Can muni agents change tender type for transactions that are already complete including fee settlement? This could occur at any time after transaction is complete and the muni agent realizes that he/she has made a mistake – including during closeout. What are the policies for this type of action?

**Reply: Change of tender type, i.e., cash to check or vice versa, not the actual dollar amount, will be allowed by a Supervisor (Town Clerk or Deputy) override.**

**BearingPoint Impact: Change order request to be issued to BearingPoint.**

- 4) Supervisory Override:
- a) Do muni agents have any permission to do supervisory overrides or must they always be done by the state?
  - b) What are procedures for muni agents and the state to use when the state must do supervisory override?

**Reply: Yes, municipal agents will have one supervisor who is authorized to do supervisor overrides. These supervisor overrides must be tracked for audit, including who performs the override.**

**BearingPoint Impact: Change order request to be issued to BearingPoint.**

**Next Step: DMV will work with MAs to devise a plan for how a deputy may be given authorization in the absence of the supervisor.**

- 5) Lease Transfer: Can an online town (Browser/Vendor) perform "Town Portion Only" for a Lease transfer process? State portion can only be performed in the State. Currently an Online Town can perform Straight Transfer Only. They can perform Town and State portion for this type of Transfer. Kelly needed direction if the Town can perform any other type of transfer (Lease and Survivorship are the other options). A very specific question is if they can do "Town portion only" for the lease transfer in the Town on MAAP/Vendor and then come to the State to do the "State Portion

Only". Currently this process is done "off-line" by towns and the State Portion is done in the state only.

**Reply: Lease transfers (the entire process; i.e., town & state portions) will be performed by Muni agents.**

**BearingPoint Impact: Change order request to be issued to BearingPoint.**

- 6) Offline Processing by Municipal Agents: In the event that municipal agents (MA) lose connection to MAAP, DOS policy is that they may, at their discretion, process registrations offline. Once the MA regains connection to MAAP she/he will enter registrations processed offline into MAAP. The MA will be responsible to correct any errors that occur to the transactions processed offline. The DMV will assist the MA in notifying an individual who may be under suspension or revocation and will do a pick-up order through Highway Patrol and Enforcement. This change will require MAAP transactions to be marked as either online or offline to affect processing of transactions that have errors.
  - a) Offline Manual Processing by Municipal Agents using the MAAP Browser  
MAs using the MAAP browser interface will enter MAAP transactions performed offline via their MAAP browser interface. Any errors encountered will be seen by a live person who is keying in the transactions. Therefore, the MA will be notified by MAAP immediately of the error. Some issues that are associated with MAAP browser offline manual processing are as follows:
    - i) Storing transaction data in MAAP database because the MA may not be able to complete the transaction until a later time due to errors
    - ii) MAAP notifying DMV of the error; i.e., exception reports, etc.
    - iii) MAs who do not have local vehicle software will not be able to produce registration certificates with 2D bar codes while offline from MAAP. A solution must be created producing valid registration certificates with the 2D bar code. Also, temporary certificates will have to be designed and approved by DMV.
  - b) Offline Processing by Municipal Agents using XML Interface  
MAs performing MAAP transactions while offline from MAAP will be able to complete their work using the local vehicle software. The local software will store the XML messages intended for MAAP and will send these messages under program control once the MAAP connection is restored. No human intervention is required to send offline transactions to MAAP once the MAAP connection is restored. However, error correction will be more problematic than with MAAP browser connection.
    - i) Transaction data for transactions that are incomplete because of errors must be stored in MAAP database
    - ii) MAAP will notify local vehicle software of errors via XML responses – there will be no human in the loop to see the error as it occurs; local software will have to be developed to provide the human notification to MAs

iii) MAAP notifying DMV of the error; i.e., exception reports, etc.

**NOTE: The issues listed above are not an exhaustive list of problems associated with offline processing by MAs.**

**BearingPoint Impact: Change order request to be issued to BearingPoint.**

**Next Step: More analysis with and direction from DMV regarding error handling, exception reporting, etc. is necessary.**

- 7) Printing Registration Documents with 2D Bar Code: Current MAAP design specifies that registration and title documents will be printed using current hardware and forms. Several new state initiatives (e.g., ODB, Project 54, etc.) require that vehicle registration certificates contain data represented in a 2D bar code.

**Next Steps:**

**a) User Requirements Signoff**

**The User Requirements Document was circulated to signoff participants and other stakeholders on Thursday, August 7<sup>th</sup> with the deadline for return on Thursday, August 14<sup>th</sup>. This document will also be presented at today's meeting.**

**b) Upon adoption of the user requirements, a logical design will be created and a vendor selected.**

**c) BearingPoint Impact: Change order request to be issued to BearingPoint.**

***BearingPoint Impact Items from Legacy System Work Orders***

- 1) Processing of Salvage Decal: Legacy system programming complete

**BearingPoint Impact: Change order request to be issued to BearingPoint.**

- 2) Processing of Motorcycle Purple Heart Plates: Legacy system programming complete

**BearingPoint Impact: Change order request to be issued to BearingPoint.**